



Date \_\_\_\_\_

Interviewed by \_\_\_\_\_ ID# \_\_\_\_\_ 0508

Validated by \_\_\_\_\_

© August 6, 1998

1998-0357-0301

**COMMONWEALTH OF VIRGINIA**  
**VDH-VHHA**  
**1998 PRC Community Survey**  
**Richmond, Virginia**

Hello, this is \_\_\_\_\_ with Professional Research Consultants and I'm calling on behalf of the Virginia Turning Point Initiative (**If Necessary READ:** A joint effort of the Virginia Department of Health and Virginia Hospital and Healthcare Association to determine the future roles of public health in the next century). We are conducting a survey to better understand your community's needs and satisfaction with public health services. Your number has been chosen randomly to be included in the study and your answers will be kept completely confidential. This survey takes approximately 10 minutes.

SQ1. Is your phone number?

\_\_\_\_\_/\_\_\_\_\_-\_\_\_\_ 10 cols 0918

SQ2. Are you the person in this household who is responsible for making most of the health care decisions, such as which hospital or doctor to go to?

Yes

No

If Not Available - Make An Appointment

**INTERVIEWER NOTE:** The state of Virginia has county and independent city areas. Some cities like Norfolk and Richmond are both a city and a county name. Not all respondents will live in a county.

1. Would you please tell me in what county you live?

\_\_ \_\_ \_\_ 1921

**INTERVIEWER NOTE:** If Response is "Do not live in a county." or "I live in an independent city.", ask Q2, Otherwise . . . SKIP to 4.

2. In what city do you live?

\_\_ \_\_ \_\_ 2224

3. Region. (Do Not Ask - Do Not Record)

Blue Ridge Region	1	025
Central Virginia Region	2	
Hampton Roads Region	3	
North Virginia Region	4	
Roanoke Region	5	
Southwestern Region	6	

4. Overall, how would you rate your community as a healthy place to live? Would you say it is:

Excellent	1	026
Very Good	2	
Good	3	
Fair	4	
or Poor	5	

5. During the past 5 years, do you feel the health of your community has:

	Improved	1	027
(SKIP to 8)	Remained the Same	2	
(SKIP to 7)	or Declined	3	
(SKIP to 8)	[Haven't Lived Here 5 Years]	4	

6. What is the main reason you feel it has improved?

001 2830  
002  
003

Other (Specify)

— — —

INTERVIEWING NOTE: SKIP to 8.

7. What is the main reason you feel it has declined?

001 3133  
002  
003

Other (Specify)

— — —

8. Over the next five years, do you think the general health and well-being of people who live in your community will get better, stay the same or get worse?

Get Better	1	034
Stay the Same	2	
Get Worse	3	

9. What do you believe is the number one health problem facing your community today?

001 3537  
002  
003

Other (Specify)

— — —

10. Is there anything you do personally to contribute to the health of your community?

	Yes	1	038
(SKIP to 12)	No	2	

11. Would you please tell me what you do?

001 3941  
002  
003

Other (Specify)

— — —

12. What do you believe is the number one problem concerning your family's personal health?

001 4244  
002  
003

Other (Specify)

— — —

13. Would you rate your personal health as:

Excellent	1	045
Very Good	2	
Good	3	
Fair	4	
or Poor	5	

14. Do you have a regular physician for medical care?

(SKIP to 17)	Yes	1	046
	No	2	

15. Would you please tell me why you do not have a regular doctor?

Do Not See a Need for a Regular Doctor	001	4749
Unable to Pay	002	
No Health Insurance	003	
Do Not Accept Medicaid	004	
Transportation	005	

(Other) Specify — — —

16. Where do you usually go when you need medical care?

Free Clinic	001	5052
Emergency Room	002	
Hospital	003	
Doctor's Office	004	
Local Health Department	005	
Urgent Care Center	006	
Haven't Needed Medical Care	007	
Do Not Have a Place to go for Medical Care	008	

Other (Specify) — — —

17. About how long has it been since you last visited a doctor for a routine checkup?

Within the Past Year (1 to 12 Months Ago)	1	053
Within the Past 2 Years (1 to 2 Years Ago)	2	
Within the Past 5 Years (2 to 5 Years Ago)	3	
5 or More Years Ago	4	
[Don't Know/Not Sure]	7	
[Never]	8	
[Refused]	9	

18. Now, I would like to ask you some questions about public health. How would you define public health?
- [Don't Know/Uncertain] 001 5456  
002  
003
- Other (Specify) — — —
19. Can you name two services provided by your local health department?  
FIRST Mention.
- (SKIP to 21) [Uncertain] 001 5759  
002  
003
- Other (Specify) — — —
20. SECOND Mention.
- [Uncertain] 001 6062  
002  
003
- Other (Specify) — — —
21. Have you ever used services provided by your local health department?
- Yes 1 063  
(SKIP to READ BOX 25) No 2
22. Which service was that?
- 001 6466  
002  
003
- Other (Specify) — — —

23. How would you rate that service? Would you say:

(SKIP to READ BOX)	Excellent	1	067
(SKIP to READ BOX)	Very Good	2	
(SKIP to READ BOX)	Good	3	
	Fair	4	
	or Poor	5	

24. Would you please tell me why you feel that way?

001 6870  
002  
003

Other (Specify)

— — —

**Now I would like to ask you some questions about the specific areas that affect the health of communities. These issues are often a responsibility of governmental public health agencies. I am going to ask you first to rate the importance of each issue on a scale of five to one, where five is very important and 1 is not important. You can use any numbers, one, two, three, four or five. Then, as a second question, I will ask you to rate your satisfaction with these services in your community.**

**On a scale of numbers from five to one, where five is very important and 1 is not important (Insert Qs 25-56, ODD)?**

**(ROTATE: Qs 25-56, ODD)**

25. How important is it to help treat disease and injury after natural disasters, such as tornadoes, hurricanes, floods, wildfires, etc.?

Very	5	071
	4	
Somewhat	3	
	2	
or Not Important	1	

26. Would you rate this service in your community as:

Excellent	1	072
Very Good	2	
Good	3	
Fair	4	
or Poor	5	
[Don't Know/Not sure]	7	

27. How important is the collection of community health data such as registering births, determining the causes of deaths and monitoring health trends?

Very	5	073
	4	
Somewhat	3	
	2	
or Not Important	1	

28. Would you rate this service in your community as:

Excellent	1	074
Very Good	2	
Good	3	
Fair	4	
or Poor	5	
[Don't Know/Not sure]	7	

29. How important is it to provide general medical services to the uninsured or underinsured?

Very	5	075
	4	
Somewhat	3	
	2	
or Not Important	1	

30. Would you rate this service in your community as:

Excellent	1	076
Very Good	2	
Good	3	
Fair	4	
or Poor	5	
[Don't Know/Not sure]	7	

31. How important is protecting the public from the spread of diseases through outbreak investigation and the implementation of control measures? (If Necessary READ: such diseases as AIDS, E. Coli, hepatitis or tuberculosis)

Very	5	077
	4	
Somewhat	3	
	2	
or Not Important	1	

32. Would you rate this service in your community as:

Excellent	1	078
Very Good	2	
Good	3	
Fair	4	
or Poor	5	
[Don't Know/Not sure]	7	

33. How important is it to inspect and license healthcare facilities such as hospitals, nursing homes and urgent care facilities?

Very	5	079
	4	
Somewhat	3	
	2	
or Not Important	1	

34. Would you rate this service in your community as:

Excellent	1	080
Very Good	2	
Good	3	
Fair	4	
or Poor	5	
[Don't Know/Not sure]	7	

35. How important is providing community education programs and counseling to improve health on such topics as alcohol and drug abuse, teen smoking, AIDS prevention and violence/injury prevention?

Very	5	081
	4	
Somewhat	3	
	2	
or Not Important	1	

36. Would you rate this service in your community as:

Excellent	1	082
Very Good	2	
Good	3	
Fair	4	
or Poor	5	
[Don't Know/Not sure]	7	

37. How important is it to ensure foods are free from contamination through inspections of restaurants and other establishments that serve food?

Very	5	083
	4	
Somewhat	3	
	2	
or Not Important	1	

38. Would you rate this service in your community as:

Excellent	1	084
Very Good	2	
Good	3	
Fair	4	
or Poor	5	
[Don't Know/Not sure]	7	

39. How important is it to ensure safe drinking water?

Very	5	085
	4	
Somewhat	3	
	2	
or Not Important	1	

40. Would you rate this service in your community as:

Excellent	1	086
Very Good	2	
Good	3	
Fair	4	
or Poor	5	
[Don't Know/Not sure]	7	

41. How important is it to protect the public from exposure to toxic chemicals and other hazardous materials?

Very	5	087
	4	
Somewhat	3	
	2	
or Not Important	1	

42. Would you rate this service in your community as:

Excellent	1	088
Very Good	2	
Good	3	
Fair	4	
or Poor	5	
[Don't Know/Not sure]	7	

43. How important is it to educate the public to minimize the spread of disease, such as lyme disease and rabies, carried by insects and animals?

Very	5	089
	4	
Somewhat	3	
	2	
or Not Important	1	

44. Would you rate this service in your community as:

Excellent	1	090
Very Good	2	
Good	3	
Fair	4	
or Poor	5	
[Don't Know/Not sure]	7	

45. How important is it to ensure people have access to health care and health care providers?

Very	5	091
	4	
Somewhat	3	
	2	
or Not Important	1	

46. Would you rate access to healthcare in your community as:

Excellent	1	092
Very Good	2	
Good	3	
Fair	4	
or Poor	5	
[Don't Know/Not sure]	7	

47. How important is having trained EMS (Emergency Medical Service) personnel, serving in a local rescue squad, to respond to local medical emergencies?

Very	5	093
	4	
Somewhat	3	
	2	
or Not Important	1	

48. Would you rate this service in your community as:

Excellent	1	094
Very Good	2	
Good	3	
Fair	4	
or Poor	5	
[Don't Know/Not sure]	7	

49. How important is providing an immunization program for infants and children against measles, mumps, chicken pox, polio, etc.?

Very	5	095
	4	
Somewhat	3	
	2	
or Not Important	1	

50. Would you rate this service in your community as:

Excellent	1	096
Very Good	2	
Good	3	
Fair	4	
or Poor	5	
[Don't Know/Not sure]	7	

51. How important is providing nurses and health education programs for public schools?
- |                  |   |     |
|------------------|---|-----|
| Very             | 5 | 097 |
|                  | 4 |     |
| Somewhat         | 3 |     |
|                  | 2 |     |
| or Not Important | 1 |     |
52. Would you rate this service in your community as:
- |                       |   |     |
|-----------------------|---|-----|
| Excellent             | 1 | 098 |
| Very Good             | 2 |     |
| Good                  | 3 |     |
| Fair                  | 4 |     |
| or Poor               | 5 |     |
| [Don't Know/Not sure] | 7 |     |
53. How important is it to address the prevention of teen pregnancy through abstinence programs, the involvement of fathers in child rearing and family planning services?
- |                  |   |     |
|------------------|---|-----|
| Very             | 5 | 099 |
|                  | 4 |     |
| Somewhat         | 3 |     |
|                  | 2 |     |
| or Not Important | 1 |     |
54. Would you rate this service in your community as:
- |                       |   |     |
|-----------------------|---|-----|
| Excellent             | 1 | 100 |
| Very Good             | 2 |     |
| Good                  | 3 |     |
| Fair                  | 4 |     |
| or Poor               | 5 |     |
| [Don't Know/Not sure] | 7 |     |

55. How important is the WIC (pronounced 'wick') Program which provides financial assistance for supplemental food for pregnant women and their children?

Very	5	101
	4	
Somewhat	3	
	2	
or Not Important	1	

56. Would you rate this service in your community as:

Excellent	1	102
Very Good	2	
Good	3	
Fair	4	
or Poor	5	
[Don't Know/Not sure]	7	

(End of Series)

57. In maintaining the health of the community, what one issue is most important to you?

001	0305
002	
003	

Other (Specify)

— — —

58. Thinking about public health services and the future, what do you feel should be the top priority of your local health department?

001	0608
002	
003	

Other (Specify)

— — —

59. Do you think the local health department should focus its efforts on:

Preventative Health Services to the General Community	1	109
Medical Care Services for Individuals Who are Uninsured or Medically Underserved	2	
or Both	3	

**Please tell me if you agree or disagree that public health services in your community (Insert Qs 60-66)?**

*(ROTATE: Qs 60-66)*

60. Save money by preventing disease?

Agree	1	110
Disagree	2	
[Uncertain]	7	

61. Are important for your own and your family's well-being?

Agree	1	111
Disagree	2	
[Uncertain]	7	

62. Intrude upon the way people live their lives?

Agree	1	112
Disagree	2	
[Uncertain]	7	

63. Are essential to protect the community's overall health?

Agree	1	113
Disagree	2	
[Uncertain]	7	

64. Cost taxpayers too much money?

Agree	1	114
Disagree	2	
[Uncertain]	7	

65. Should be expanded even if it means more public funding?

Agree	1	115
Disagree	2	
[Uncertain]	7	

66. Primarily benefit the poor and not the average person?

Agree	1	116
Disagree	2	
[Uncertain]	7	

(End of Series)

67. Basically, the Federal Government, the State of Virginia and localities share in the funding of public health. Out of its budget, the state of Virginia spends \$14 per person per year on public health. Do you feel this is too much, about the right amount or not enough?

(SKIP to READ BOX)	Too Much	1	117
(SKIP to READ BOX)	About the Right Amount	2	
	Not Enough	3	

INTERVIEWER NOTE: If asked about the amounts budgeted by Virginia for public health you may inform them:  
"The amount budgeted for fiscal year 1999 is \$387 million. The federal share is \$146 million, the state share is \$124 million and special funds (localities and revenue) are \$116 million."

68. In what one area of public health should more money be spent?

001	1820
002	
003	

Other (Specify)

— — —

## DEMOGRAPHICS

**The last questions are needed for classifying responses and are completely confidential.**

69. How are most of your medical and hospital expenses paid?

Blue Cross/Blue Shield	1	121
Other Commercial Insurance	2	
HMO/PPO	3	
Medicare	4	
Medicaid/Welfare	5	
Veteran's Benefits	6	
Self Payment	7	

70. Gender of Respondent. (Do Not Ask - Just Record)

Male	1	122
Female	2	

71. What is your age?

<u>YEARS:</u>	— — —	2325
[Don't Know/Not Sure]	777	
[Refused]	999	

72. Are you:

Married	1	126
Divorced	2	
Widowed	3	
Separated	4	
Never Been Married	5	
or A Member of an Unmarried Couple	6	
[Refused]	9	

73. What is the highest grade or year of school you completed?

Never Attended School or Kindergarten Only	1	127
Grades 1 through 8 (Elementary)	2	
Grades 9 through 11 (Some High School)	3	
Grade 12 or GED (High School Graduate)	4	
College 1 Year to 3 Years (Some College or Technical)	5	
Bachelor's Degree (College Graduate)	6	
Postgraduate Degree (Master's, M.D., Ph.D., J.D.)	7	
[Refused]	9	

# CHILDREN

74. How many children under the age of 18 are currently living in your household?

One	1	128
Two	2	
Three	3	
Four	4	
Five or More	5	
(SKIP to 78) [None]	8	
(SKIP to 78) [Refused]	9	

75. Do you have children under the age of 5?

Yes	1	129
No	2	

76. Do your children have a regular doctor for health care?

(SKIP to 78) Yes	1	130
No	2	

77. Would you please tell me why they do not have a regular doctor?

Do Not See a Need for a Regular Doctor	001	3133
Unable to Pay	002	
No Health Insurance	003	
Do Not Accept Medicaid	004	
Transportation	005	

Other (Specify)

— — —

78. And, are you:

American Indian/Alaskan Native	1	134
Asian, Pacific Islander	2	
African American/Black	3	
White	4	
Other	5	
[Don't Know/Not Sure]	7	
[Refused]	9	

79. Are you of Spanish or Hispanic origin?

Yes	1	135
No	2	
[Don't Know/Not Sure]	7	
[Refused]	9	

80. And finally, is your total family household income under or over \$35,000 per year?

(If under \$35,000),

Is it under or over \$15,000? (Code 1 if under)

(If over \$15,000),

Is it under or over \$25,000? (Code 2 if under)  
(Code 3 if over)

(If over \$35,000),

Is it under or over \$45,000? (Code 4 if under)

(If over \$45,000),

Is it under or over \$55,000? (Code 5 if under)  
(Code 6 if over)

Under \$15,000	1	136
\$15,000 to \$24,999	2	
\$25,000 to \$34,999	3	
\$35,000 to \$44,999	4	
\$45,000 to \$54,999	5	
\$55,000 and Over	6	

**That's my last question. Thank you very much for your time and cooperation.**

81. Age.

20 to 34	1	137
35 to 44	2	
45 to 54	3	
55 to 64	4	
65 to 74	5	
75/Over	6	